



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: William Walker Franklin et al.
Serial No.: 10/649,043
Group Art Unit: 2642
Examiner: William J. Deane Jr.
Title: *System and Method for Customized Intelligent Contact Routing*

Mail Stop: Amendments
Commissioner For Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

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Levado Hamilton

Date: March 3, 2006

Response pursuant to 37 C.F.R. § 1.111

In response to the Office Action mailed October 5, 2005, Applicants respectfully request the Examiner to reconsider the rejection of the claims in view of the following amendments and remarks.

03/07/2006 AKELECH1 00000083 10649043

01 FE:125P
02 FE:1202

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350.00 OP